

Health Dialog Performance Standards

Customer Service for KHPA participants:

- (a) At least eighty percent (80%) of all calls to the Customer Service Vendor will be answered within forty-five (45) seconds.
- (b) Fewer than five percent (5%) of incoming calls to the Customer Service Vendor will be abandoned.
- (c) One hundred percent (100%) of customer-service-related emails received by Contractor at the email addresses designated by Contractor will be responded to within five (5) business days.
- (d) Contractor shall notify KHPA of any disruption in Customer Service Vendor customer service center availability or toll-free access regardless of reason for disruption, within 12 hours of problem identification.
- (e) Eighty-five percent (85%) of customer service calls to the Customer Service Vendor will be handled to resolution within one (1) business day after the first call.
- (f) Ninety percent (90%) of customer service calls to the Customer Service Vendor that require follow-up or research beyond the one (1) business day standard above for initial calls will be resolved within four (4) business days after the initial call.
- (g) Ninety five percent (95%) of customer service calls to the Customer Service Vendor that require follow-up or research beyond the four (4) business day standard above for calls will be resolved within ten (10) business days after the initial call.
- (h) One hundred (100%) percent of calls to Customer Service Vendor handled in a professional manner, with member complaints relative to this standard to be investigated and evaluated by a team consisting of one designated representative from each of KHPA and Health Dialog.

Customer Service to the KHPA Contract Management Team:

- (a) Contractor will respond (i.e., via phone, email or posting of information on HDx) to ninety eight percent (98%) of customer-service-related calls or emails from the KHPA Contract Management Team the next business day.
- (b) No later than two (2) business days after an inquiry is properly received any unresolved issues as of that time will be logged on HDx, with current information on the status of the issue and any steps underway for resolution of such issue.

Participant Inquiries:

- (a) The Contractor will handle ninety-eight percent (98%) of all participant issues with the program (e.g., technical problem, gift card, HRA difficulties, etc, without KHPA involvement.

Website Availability and Modifications:

- (a) The Contractor's website shall have 98.5 percent (98.5%) uptime, exclusive of scheduled downtime.
- (b) The Contractor will notify KHPA of any substantial changes being made to the website prior to implementation of such changes.

Health Screening:

- (a) Participants with pre-scheduled screening appointments will complete their screening within thirty (30) minutes of such appointment time or within thirty minutes of when they arrive for their screening appointment.

Incentive Award:

- (a) One hundred percent (100%) of incentive awards for proper completion of the electronic version of the HRA will be available to members via the Incentive Vendor's website no later than ten (10) business days after such electronic HRA is properly completed by the member.
- (b) At least ninety five percent (95%) of the awards requested by a participant via the Incentive Vendor's standard award request process will be shipped to the participant no later than two (2) business days after such request, and one hundred percent (100%) of such awards will be shipped to the participant no later than five (5) business days after such request